



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BUILDING COMMUNITY TOGETHER

## MEMBERSHIP HANDBOOK



## NORTH PENN YMCA

INDIAN VALLEY FAMILY YMCA | LANSDALE AREA FAMILY YMCA

[NorthPennYMCA.org](http://NorthPennYMCA.org)

## About Us

Welcome to our Y! Thank you for choosing to become part of our community. Our staff is committed to help you reach your goals. We are the leading non-profit charitable organization committed to strengthening communities through youth development, healthy living, and social responsibility while striving to fulfill our mission.

**Our Mission:** Our mission is to make the community we serve a better place to live. Through our programs and activities, we strive to enrich and strengthen families; provide wholesome supervised recreation; offer positive learning, leadership and character development opportunities; and promote wellness for all people, regardless of ability to pay.

## Get Connected!

### SMARTSTART PROGRAM

The SmartStart program provides you with the tools and support to help you live a healthy and active life. Through this **FREE** member program, we will educate you on the equipment and create a customized workout to help you achieve your goals. Sign up for your sessions at the Membership Desk.

### WELLNESS CENTER SMART SESSIONS

Session 1: Meet your coach

Session 2: Get strong

Session 3: Stay motivated

**FREE 30-MINUTE PERSONAL TRAINING SESSION** - After completing your 3 SMART SESSIONS, enjoy a free half-hour of personal training on us!

### NORTH PENN YMCA MOBILE APP

The Y's app provides schedules, enables you to track and record workouts, set goals, earn points for prizes, participate in fun challenges, and access useful Y information. Allow 'push notifications' for up-to-the-minute facility and program updates. Our Y app also allows you to connect to social media and to your fitness tracking devices. Go to the App Store or Google Play and search 'North Penn YMCA'.

Visit us online at [NorthPennYMCA.org](http://NorthPennYMCA.org)

### SOCIAL MEDIA

Connect with us on Facebook, Instagram, and Twitter! Want more personalized information on the programs and events that you're most interested in? Join one of our Facebook groups! Search 'North Penn YMCA' on any platform of social media to 'like us' or 'follow us'.

# Operating Hours

## INDIAN VALLEY FAMILY YMCA FACILITY

Mon-Fri | 5:00 am-10:00 pm  
Sat | 7:00 am-8:00 pm  
Sun | 11:00 am-7:00 pm

## MEMBERSHIP DESK

Mon-Fri | 8:00 am-8:00 pm  
Sat | 8:00 am-4:00 pm  
Sun | 11:00 am-4:00 pm

## LANSDALE AREA FAMILY YMCA FACILITY

Mon-Thurs | 5:00 am-11:00 pm  
Fri | 5:00 am-10:00 pm  
Sat | 7:00 am-8:00 pm  
Sun | 9:00 am-7:00 pm

## MEMBERSHIP DESK

Mon-Fri | 8:00 am-8:00 pm  
Sat | 8:00 am-4:00 pm  
Sun | 9:00 am-4:00 pm

# Holidays

**BRANCHES ARE CLOSED:** Easter, Thanksgiving and Christmas

**LANSDALE AREA BRANCH HAS LIMITED HOURS:** New Years Day, Memorial Day, Independence Day, Labor Day, Christmas Eve, New Years Eve

## INCLEMENT WEATHER

If it is necessary to close our facilities due to inclement weather, information will be posted on our website, local television, radio stations, and our voicemail. Download our Y APP for push notifications. [NorthPennYMCA.org](http://NorthPennYMCA.org)

# Locker Rooms & Personal Belongings

Children 4+ yrs must use the appropriate gender locker room. Fathers with daughters 4+ yrs and mothers with sons 4+ yrs may use our family changing area.

Lockers are to be used for your clothes and personal items while you are using our facility. Please bring your own lock for the day to secure your items.

We are not responsible or liable for articles that are damaged, lost, or stolen. We encourage you to leave all valuables at home. If you do have them with you, please do not leave them in plain view in your car or anywhere in the facility.

Per YMCA policy, cameras, cell phones equipped with cameras, video recorders, or any other visual recording devices are not to be used within our YMCA without the express written consent of our executive directors.

## Lost and Found

The YMCA is not responsible for lost items. However, you can check for lost and found items at the Membership Desk. Unclaimed items will be given to a charitable organization after one week.

# **MEMBERSHIP POLICIES**

## **Change of Credit Card / Bank / Personal Information**

Please notify us of any credit card, bank or account number change immediately. We require 10 days notice before your draft date. Additional fees may be incurred if adequate notice is not given to change account information. Please also advise us of any changes in address, email, and/or phone number.

## **Returned Bank Drafts**

If a draft is declined you will be charged the monthly amount past due and a \$10 fee. Please note that your membership will be terminated if balance is not cleared promptly. Recurrence of insufficient funds will result in the loss of the bank draft option.

## **Membership Renewal**

A renewal notice will be mailed to you approximately one month prior to your expiration date. Memberships may be renewed in the Membership Desk or through our online portal at [NorthPennYMCA.org](http://NorthPennYMCA.org).

Members that elect to renew 60 days after membership expiration date will be subject to paying the joining fee. Memberships that are paid by monthly draft will not require renewal notice and are continuous until cancellation.

## **Membership On Hold**

Memberships may be placed "on hold" for a medical condition with a physician's note, seasonal, or extended leaves of absence. Medical hold may be made for a maximum of six months with a doctor's note at no charge; seasonal or extended leaves of absence may be made for a maximum of three months with a \$10 prepaid fee per month. We require the on-hold form to be filled out at the Membership Desk 7 days before payment is due.

## **Membership Cancellations**

Membership dues paid through monthly draft require 30 days notice prior to the draft date (either the 1st or the 15th of each month) to cancel a membership.

Members must complete a cancellation form in the Membership Desk, online on our website, or send a written request to our membership director. Upon rejoining our YMCA, you will be required to pay the full joining fee unless you rejoin within 60 days of membership termination.

## **Credit/Refund Policy**

Refunds or credits for all programs, including aquatic programs, childcare, and summer camp will only be given if a doctor's note is provided or if the class is cancelled by the Y. Classes cannot be made up or a credit given due to participant's failure to attend for any reason other than medical. Approved credits will be kept on your account and will expire one year from issue date. In rare cases of inclement weather, no credit or refund will be given. All membership fees are non-refundable including those paid in full.

## **Membership Cards/Identification**

For safety purposes, YMCA members are required to show their current membership card each time they enter our YMCA. Membership cards and privileges are not transferable to other individuals.

**Replacement Cards:** If you have lost your membership card, there is a \$5 lost card replacement fee, which is payable upon issuance of a new membership card.

## **Nationwide Membership**

Nationwide Membership enables active, full facility Y members to visit any participating Y in the United State.\* Nationwide Members must use their home Y at least 50% of the time. Nationwide members are permitted guests only at their home Y.

\*Program memberships, insurance memberships and special memberships are excluded.

## **Member Referral Program**

Refer a friend or family to join our Y and you will receive a FREE month of membership if your friend remains a member for 60 days. The new member will receive a free month if they stay for 6 months or more. Ask our membership team for more information!

## **Child and Youth Access**

Junior 12+ yrs | Have full access to our branches without a parent or guardian present.

Youth 10-11 yrs | Required to have an adult present in our buildings.

Youth 9 yrs and younger | Must be directly supervised by an adult, unless registered in a YMCA staff-supervised program.

## **Guest Fees**

Full facility memberships receive 3 FREE guest passes per year. Once they have been used the following fees apply

Youth under 18 yrs | \$5

65+ yrs | \$5

19 to 64 yrs | \$10

Family | \$25

## **Guest Guidelines**

Members may bring up to 2 guests per visit as follows:

- Guest fees must be paid at our YMCA welcome center.
- Guests 18+ years must show valid ID and complete a non-member participant waiver.
- Full privilege members under the age of 18 are not permitted to sign in guests
- Guests may utilize our YMCA a maximum of 6 visits per year.
- For your convenience in bringing guests, the guest waiver can now be found on our website.
- Guest must remain with member at all times.
- Guests under the age of 18 must have a waiver signed by their parent or guardian. No exceptions.

## Stay & Play Babysitting | 6 wks-8 yrs

For your convenience, babysitting services are provided by our trained and caring staff for up to 2 hours while you exercise. Babysitting is FREE to full members. Program members and guests pay \$2.50/hour/child.

**STAY & PLAY HOURS** (Hours vary for summer. Please see posted schedule.)

### INDIAN VALLEY FAMILY YMCA STAY & PLAY

Mon-Thu | 8:15 am-12:30 pm      Mon-Thu | 4 pm-8 pm  
Fri | 8:15 am-12:30 pm      Sat | 8 am-12:30 pm  
Sun | 11 am-2 pm

### LANSDALE AREA FAMILY YMCA STAY & PLAY

Mon-Thu | 4:45-8:15 pm      Mon-Fri | 9:00-11:30 am  
Fri | 4:45-7:30 pm      Sat | 8:30 am-12:00 pm  
Sun | 9:00-11:30 am

## Stay and Play Guidelines

Parents whose children are not yet potty-trained will need to change their diapers. We make every effort to keep your child happy. However, if our child care staff cannot calm a child for an extended period of time, parents will be asked to come and soothe their child.

Parents and/or caregivers must remain in the YMCA while your child is in babysitting. Caregivers must have a release completed by the child's parent/legal guardian prior to bringing a child to babysitting.

**Snacks:** Please see the babysitting manual for snack guidelines. For the safety and well-being of all of our children and staff, please do not bring your child to babysitting areas if they have/had nausea, vomiting, diarrhea, or fever in the last 24 hours. Also, please do not bring your child if they have discharge from eyes or nose that is not clear.

# How To Register For A Program

We are a membership based organization. A full facility membership or program membership is required for participation in our programs.

In an effort to better serve our current members, online program registration is available for most of our SPORTS, AQUATICS and GROUP EXERCISE CLASSES.

By creating an online account, you will have access to our online registration system and have the ability to renew your membership, view your membership details, pay an outstanding balance and make a donation, among other things. Please be assured of your privacy and credit card security.

If you do not see a class available through online registration, but it is listed in our brochure, please register in person at one of our main branches. All program registrations are on a first-come, first-serve basis.

Visit any one of our two full facility locations to register for a program or register online at: **NorthPennYMCA.org**. Programs must be paid in full at the time of registration; no phone registrations will be accepted. You must register in person for Preschool and Child Care programs.

If you experience any difficulty, please call the Membership Desk at one of the following branches:

**Indian Valley Branch | 215-723-3569**

**Lansdale Branch | 215-368-1601**

## IMPORTANT INFORMATION

**Wait List:** If a class is full, you will see a red W/L at the Check Out screen and a zero dollar amount. You may continue the checkout process without putting any money down. This will put your name on a Wait List and you will be notified by our staff if an opening becomes available before classes begin. Be sure to check out other class times for current openings!

**Online Availability:** Online registration will be closed for the current session after the end of the registration period. If you wish to enroll in a class after this time, please visit the Membership Desk at one of our main branches.

**Class Changes:** All class changes MUST be made in person at one of the branches listed above.

**Membership Expiration:** If your membership expires prior to the end of a session, you will be required to renew your membership when registering for a program.

## **Fitness/Wellness Centers**

At the Y, a supportive community is a big part of wellness. At every age and every level of activity, you'll find people just like you looking to live a little bit healthier. Participation in programs at the Y offer youth and adults opportunities for friendship and community, a sense of well-being, increased self-confidence and improved mental abilities.

The Y's vast array of fitness programs for adults is designed to encourage healthy lifestyles and foster overall well-being. We believe that being healthy is about more than just exercising and eating right. It's about finding the fitness program that works for you.

The YMCA is the nation's largest provider of group exercise classes for all ages, all levels and all interests. From low-impact exercise and chair classes, stretching and strength training, to indoor cycling, water exercise and yoga, you'll find a group class that's fun, supportive and keeps you moving. Check the website or mobile app for current schedules.

### **Fitness/Wellness Center Guidelines**

- Closed toe/athletic footwear is required while in our wellness centers
- Workout attire must be appropriate for a family environment
- Cardio equipment is for members 12 and older
- Our strength training area is for members 12 and older
- Please, no phone calls on the Wellness floor
- Personal Training is available. See a Wellness Coach or stop by the Membership Desk for more information!

### **Lansdale Family Fit Zone | 7-12 yrs**

Our Family Fit Zone is filled with specially designed equipment for children ages 7 to 12 years old. Our Energy Zone is staffed to lead kids in fun, games, and exercise while you workout. Parents must sign their children in and out of our Energy Zone. Children must be members to utilize the Family Fit Zone.

**FAMILY FIT ZONE HOURS** (Hours vary for summer. Please see posted schedule.)

Mon-Fri | 5-8 pm

Sat | 8:30 am-12 pm

Sun | 9-11:30 am

### **Family Fit Zone Guidelines**

A parent or guardian must remain in our Family Fit Zone when it is not staffed. There is a two- hour limit for kids to be in our Family Fit Zone.



# Aquatic Safety, Testing & Guidelines

Swimming is a vital skill that makes life safer and more fun. Our swim lessons are designed to teach this lifelong skill to children and adults in a safe environment. There is no online registration for private and semi-private swim lessons. Please register in person at the Membership Desk.

## Guidelines for your safety & enjoyment

### PLEASE DO:

- Enjoy your time in the pool
- Wear swim attire
- Shower before entering the pool
- Dive in permitted areas only  
(No diving in the Martin Pool)

### PLEASE DON'T:

- Run or push others
- Jump in the pool backwards or do flips
- Use recreational flotation devices
- Hang on ladders or lane lines
- Bring glass containers on deck

## Swim Safety Testing for Swimmers 1-16 yrs old

Groups, Members, and Guests age 16 years or younger are required to take a swim test administered by a YMCA Aquatics staff member. The swimmer will be given a red or green band based on their swimming ability. Any child 6 years of age and under must be accompanied by an adult in the water regardless of their ability to swim.

## Swim Test Requirements to Obtain a Green Band

- Swim one pool length (25 yards) unassisted and without rest while maintaining a horizontal body position (as close as possible) for entire distance
- Jump into water over their head and return to the surface
- Tread water for one minute, turn on their back, float briefly, and then swim (either on front or back) to the side and exit the pool without using a ladder

### SWIMMERS WHO PASS THE SWIM TEST WILL BE GIVEN A GREEN BAND

**GREEN BANDS** | Ages 1-6  
Required to have an adult in the water within arm's length of the child



**GREEN BANDS** | Ages 7-11  
Required to have an adult on deck



### NON-SWIMMERS AND THOSE WITH LIMITED SWIMMING ABILITIES WILL BE GIVEN A RED BAND

**RED BANDS** | Ages 1-11  
Required to wear a life jacket (Coast Guard Approved) **AND**  
Required to have an adult in the water within arm's length of the child



**RED BANDS** | Ages 12-16  
Required to stay in the shallow end



**YOUR DUES  
OPERATE  
THE FACILITY**

**YOUR  
GIFT  
CHANGES  
LIVES**



# THE Y.™ FOR A BETTER US

## Annual Campaign

While member dues operate our facilities, donations to our Annual Campaign provide financial assistance for members of our community, so that everyone has the opportunity to learn, grow and thrive at the Y, **regardless of their financial situation.**

The Y is a leading nonprofit charitable organization for youth development, healthy living and social responsibility.

### Your donation, no matter what size, makes a difference:

- \$25 gives a deserving child life-saving skills and confidence with swim lessons
- \$50 gives a family peace of mind knowing their child is in a safe environment before and after school
- \$75 allows a seventh grader to explore new interests, stay active and have positive role models during a pivotal time in their lives
- \$100 helps an active older adult be healthier in body, mind and spirit through social activities and exercise classes
- \$250 helps a struggling family to unplug, connect with each other, and make health and wellness a priority through family memberships

Visit **[NorthPennYMCA.org/donate](https://NorthPennYMCA.org/donate)** or [orthpennymca.org](https://orthpennymca.org) to make a secure, online donation or mail your gift to: NORTH PENN YMCA, Corporate Office, 2506 North Broad Street, Suite 208, Colmar, PA 18915

# NORTH PENN YMCA CODE OF CONDUCT

We are committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for everyone, all individuals are asked to act appropriately when in our facility or participating in our programs.

We expect persons to act maturely, behave responsibly, and respect the rights and dignity of others. Our member's code of conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing alcohol or illegal chemicals on YMCA property, in YMCA vehicles, or at YMCA-sponsored programs
- Smoking on YMCA program centers- the YMCA and its program centers are a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior; any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the YMCA
- Violating Handicap Parking Regulations or blocking crosswalks

In addition, we reserve the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, or has been a registered sex offender, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or the building supervisor on duty. YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked. Our branch executive will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by our branch executive if in his/her discretion a violation of YMCA member's code of conduct has occurred.



# NORTH PENN YMCA

**INDIAN VALLEY FAMILY YMCA**  
890 Maple Avenue  
Harleysville, PA 19438  
215-723-3569

**LANSDALE AREA FAMILY YMCA**  
608 E. Main Street  
Lansdale, PA 19446  
215-368-1601

**[NorthPennYMCA.org](http://NorthPennYMCA.org)**